



U.S. Department
of Veterans Affairs

Fact Sheet

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Patient Access Progress Update Access Spotlight: Staffing Release 26 – July 30, 2015

Summary

In keeping with the commitment to improve transparency in Department of Veterans Affairs' (VA) processes and in accordance with Section 206 of the Veterans Access, Choice, and Accountability Act of 2014 (VACAA), VA today released the [latest update of facility-level patient access data](#) and is highlighting notable access improvements. In this release, VA is providing two reports:

1. **Completed Appointments (As of June 30, 2015)***
2. **Pending Appointments (Snapshot of data on July 15, 2015)***

Notable Improvements:

- Nationally, VA completed more than 56.5 million appointments between July 1, 2014 and June 30, 2015. This represents an increase of 2.47 million more appointments than were completed during the same time period in 2013/2014.
- VA completed 97 percent of appointments in June 2015 within 30 days of the clinically indicated or Veteran's preferred date; 92 percent within 14 days; 88 percent within 7 days; and 22 percent are actually completed on the same day.
- Between June 1, 2014, and July 15, 2015, the electronic wait list (EWL) went from 56,000 appointments to 40,730, a 27 percent reduction.

In addition to the data contained within the reports, VA made over 3 million authorizations for Veterans to receive care in the private sector from June 1, 2014 through June 15, 2015. This represents a 41 percent increase in authorizations, when compared to the same period in the previous years.

Access Spotlight: Improving Healthcare Services for Women Veterans

- VA has enhanced provision of [care to women Veterans](#) by focusing on the goal of developing Designated Women's Health Providers (DWHP) at every site where women access VA. VA has trained over 2,000 providers in women's health and is in the process of training additional providers to ensure that every woman Veteran has the opportunity to receive her primary care from a DWHP.
- VA now operates a [Women Veterans Call Center](#) (WVCC), created to contact women Veterans and let them know about the services for which they may be eligible. As of March 2015, WVCC received over 20,000 incoming calls and made over 162,000 successful outbound calls. • . As of June 2015, WVCC received over 24,000 incoming calls and made over 219,000 successful outbound calls.
- VA accomplished its goal of [expanding eligibility](#) for both male and female Veterans in need of health care for mental or physical health conditions resulting from military sexual trauma (MST). Now Veterans who experienced MST while on inactive duty training, not just active duty or active duty for training, can receive free MST-related health care with no need for documentation of the experience or the Veteran to file a disability claim.

*Both reports are created using "Wait Times Calculated Using Preferred Date," which utilizes the date a Veteran prefers to be seen or the date determined to be medically necessary by their clinical provider.